Lenovo M710
Multi-Function Center

User's Guide

- Learning about the All-In-One
- Understanding the software
- Using the All-In-One
- Troubleshooting

Edition: May 2003

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Safety information

- Use only the power supply provided with this product or the manufacturer's authorized replacement power supply.
- Connect the power cord to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.

  CAUTION: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

Environmental Temperature:

Operating: 16 ℃ — 32 ℃

Storage: 1 ℃ — 60 ℃

Transporation: -40 ℃ — 60 ℃

Note: To ensure good printing quality, please put the product under operating environment for a period of time before using if it has been kept in a cold environment.

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Thank you for purchasing a Lenovo M710 Multi-Function Center!

Congratulations on your purchase. The Lenovo M710 Multi-Function Center combines the functionality of an inkjet printer, a scanner, a copier, and a fax machine all into a single, multifunction device, making it one of the most exciting products on the market today.

Please read this manual before using this product. Keep this manual available for future use of the product.

This User's Guide takes you, step by step, from setting up the All-In-One to creating a variety of fun projects. Also included are sections describing the All-In-One software, supplies replacement, and troubleshooting information.

This manual assumes the user has a basic knowledge of computers, their operating system, and other application software. Please refer to the documentation provided by your computer manufacturer or software manufacturer if you have product-related questions.

To get the latest information for this product:

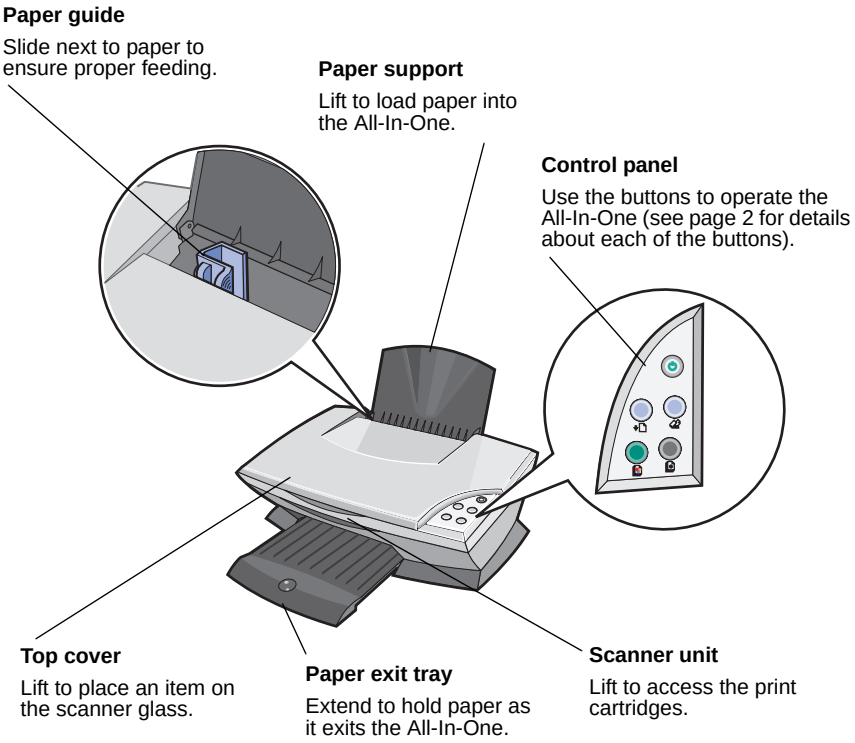
- Visit the Lenovo Sunny Web site at www.lenovo.com
- Call the Lenovo Sunny Support Hotline at (+86) 010-82879600
- See your local authorized dealer.

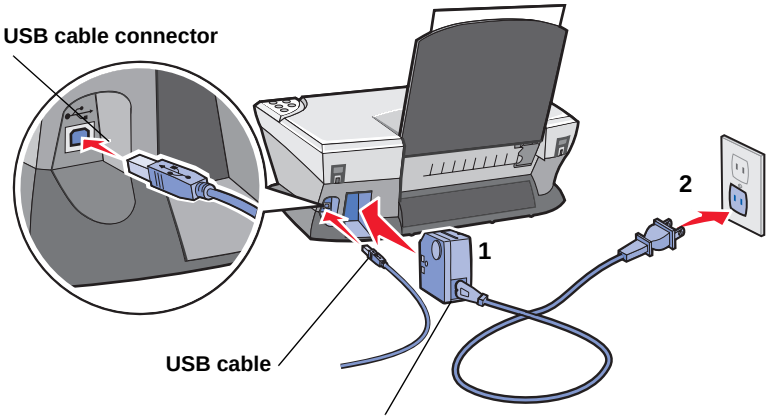
Learning about the All-In-One

Setting up the All-In-One

If you have not already done so, follow the steps on the *Setup Sheet* to complete the hardware and software installation. If problems occur during the setup process, see “Setup troubleshooting” on page 20.

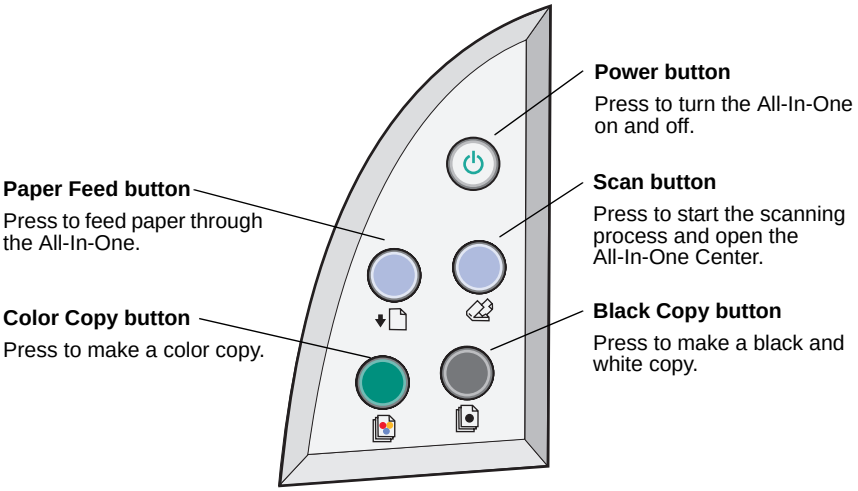
Understanding the parts of the All-In-One


Paper guide
Slide next to paper to ensure proper feeding.
Paper support
Lift to load paper into the All-In-One.
Control panel
Use the buttons to operate the All-In-One (see page 2 for details about each of the buttons).
Top cover
Lift to place an item on the scanner glass.
Paper exit tray
Extend to hold paper as it exits the All-In-One.
Scanner unit
Lift to access the print cartridges.



Using the control panel

The All-In-One has a control panel that lets you scan and copy with the press of a button.


Power button
Press to turn the All-In-One on and off.
Paper Feed button
Press to feed paper through the All-In-One.
Scan button
Press to start the scanning process and open the All-In-One Center.
Color Copy button
Press to make a color copy.
Black Copy button
Press to make a black and white copy.

Note: Both the computer and the All-In-One must be turned on to make copies.

Understanding the software

The All-In-One software consists of four main components:

- The Lenovo M710 All-In-One Center (scanning, copying, and faxing)
- Print Properties (printing)
- The Lenovo M710 Solution Center (troubleshooting, maintenance, and cartridge ordering information)
- The Lenovo Photo Editor (editing graphics)

Using the Lenovo All-In-One Center

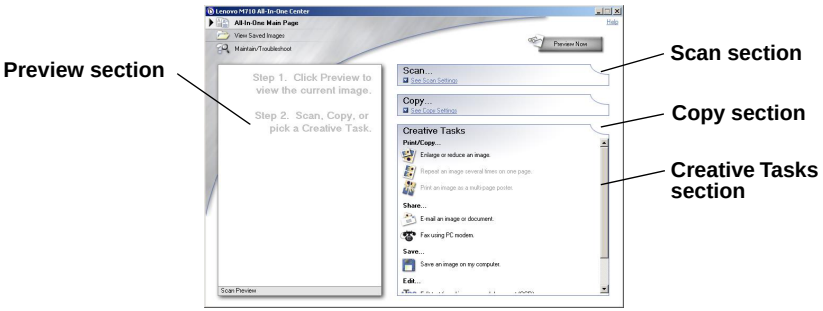
Use the Lenovo M710 All-In-One Center software to scan, copy, and fax documents.There are three ways to open the All-In-One Center:

- Click **Start** ▸ **Programs** ▸ **Lenovo M710** ▸ **Lenovo All-In-One Center**.
- Double-click the **Lenovo M710 All-In-One Center** icon on the desktop.
- Press **Scan** on the control panel. For more information about using the control panel, see page 2.

The All-In-One Main Page displays.

All-In-One Center

All-In-One Main Page



The All-In-One Main Page

The All-In-One Main Page consists of four main sections: Scan, Copy, Creative Tasks, and Preview section.

From this section:	You can:
Scan	• Select a program to send the scanned image to. • Choose what type of image is being scanned. • Choose how the scan will be used. **Note:** Click **See More Scan Settings** to view all settings.
Copy	• Select the quantity and color of your copies. • Select a quality setting for your copies. • Adjust the size of the scanned area. • Lighten or darken your copies. • Enlarge or reduce your copies. **Note:** Click **See More Copy Settings** to view all settings.
Creative Tasks	Choose from a variety of creative ideas. • Enlarge or reduce an image. • Repeat an image several times on one page. • Print an image as a multi-page poster. • E-mail an image to a friend. • Fax using your computer's modem. • Save an image on my computer. • Edit text found in a scanned document (OCR). • Modify an image with a photo editor.
Preview section	Select a region of the preview image to scan. View an image of what will be printed or copied.

Note: For more information about the All-In-One Main Page, click the **Help** button located in the upper right corner of the screen.

View Saved Images page

Use the View Saved Images page to perform tasks with images that are saved on the computer. The View Saved Images page consists of three sections.

From this section:	You can:
Open with...	Select a program to send the saved image to.
Print a Copy...	• Choose the quantity and color of your copies. • Select a quality setting for your copies. • Lighten or darken your copies. • Enlarge of reduce your copies. **Note:** Click **See More Copy Settings** to view all settings.
Creative Tasks	Select from a variety of creative ideas. For help, see page 4.

Note: For more information about this page, click the **Help** button located in the upper right corner of the screen.

Maintain/Troubleshoot page

The Maintain/Troubleshoot page provides you with direct links to the Lenovo Solution Center. Choose from these topics:

- Maintain or fix quality problems
- Troubleshoot All-In-One problems
- Device status and ink levels
- More printing ideas and how to's
- Contact information
- Advanced (Skin, voice, and communication options)
- View the software version and copyright information

For more information about the Lenovo Solution Center, see page 8.

Note: For more information about this page, click the **Help** button located in the upper right corner of the screen.

Using Print Properties

Print Properties is the software that controls the All-In-One printing function. You can change the settings in Print Properties based on the type of project you want to create. You can open Print Properties from almost any program:

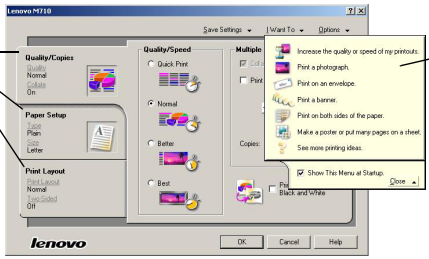
1. From the program File menu, click **Print**.
2. In the Print dialog box, click the **Properties**, **Preferences**, **Options**, or **Setup** button (depending on the program).

   The Print Properties screen displays.

Note: Some programs open Print Properties differently.

Print Properties

Quality Copies tab and I Want To menu



Print Properties tabs

Use the Quality/ Copies, Paper Setup, and Print Layout tabs to select the print settings.

I Want To menu

Select one of the projects from the menu to help print photos, banners, envelopes, posters, and more.

The I Want To menu

The I Want To menu displays when you open Print Properties. It contains a variety of task wizards to help you select the correct print settings for your project. Close the menu for a full view of the Print Properties dialog box.

Print Properties tabs

All of the print settings are on the three main tabs of the Print Properties software: Quality/Copies, Paper Setup, and Print Layout.

From this tab:	You can change these settings:
Quality/Copies	**Quality/Speed** - Select a Quality/Speed setting. **Multiple Copies** - Customize how the All-In-One prints several copies of a single print job, collated or normal. **Print Color Images in Black and White** - Select this to print color images in black and white.
Paper Setup	**Type** - Select the type of paper you are using. **Paper Size** - Select the size of the paper you are using. **Orientation** - Select how you want the document oriented on the printed page. You can print portrait or landscape.
Print Layout	**Layout** - Select the layout you want to print. **Duplexing** - Select this when you want to print on both sides of the paper.

Note: For additional information about these settings, right-click a setting on the screen, and then select the **What's This?** item.

Save Settings menu

From the Save Settings menu, you can name and save the current Print Properties settings for future use. You can save up to five custom settings.

Options menu

Use the Options menu to make changes to the Quality Options, Layout Options, and Printing Status Options settings. For more information on these settings, open the tab dialog box from the menu, and then click the **Help** button on the dialog box.

The Options menu also provides you with direct links to different parts of the Lenovo Solution Center (see page 8), as well as software version information.

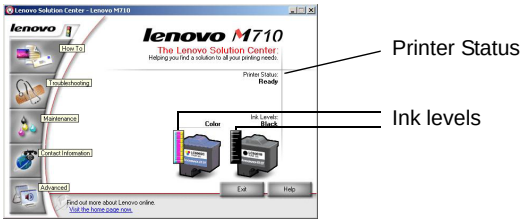
Using the Lenovo Solution Center

The Lenovo M710 Solution Center is a valuable information resource. To open the Lenovo Solution Center, click **Start** ▸ **Programs** ▸ **Lenovo M710** ▸ **Lenovo Solution Center**.

The Printer Status tab displays.

Lenovo Solution Center

Printer Status tab



The Lenovo Solution Center consists of six tabs: Printer Status, How To, Troubleshooting, Maintenance, Contact Information, and Advanced.

From this tab:	You can:
Printer Status (Main dialog box)	• View the status of the All-In-One. For example, while printing, the status is **Busy Printing**. • View the ink levels of the print cartridges.
How To	Learn how to: • Scan, copy, fax, and print. • Find and change settings. • Use basic features. • Print projects such as banners and iron-on transfers.
Troubleshooting	• Learn tips about the current status. • Solve All-In-One problems.
Maintenance	• Install a new print cartridge. **Note:** Wait until scanning is complete before installing new cartridges. • View shopping options for new cartridges. • Print a test page. • Clean to fix horizontal streaks. • Align to fix blurry edges. • Troubleshoot other ink problems.

From this tab:	You can:
Contact Information	• Learn how to contact Lenovo by phone, e-mail, or on the World Wide Web.
Advanced	• Change the appearance of the Printing Status window and turn printing voice notification on or off. • Obtain software version information.

Note: For more information, click the **Help** button located in the lower right corner of the screen.

Using the Lenovo Photo Editor

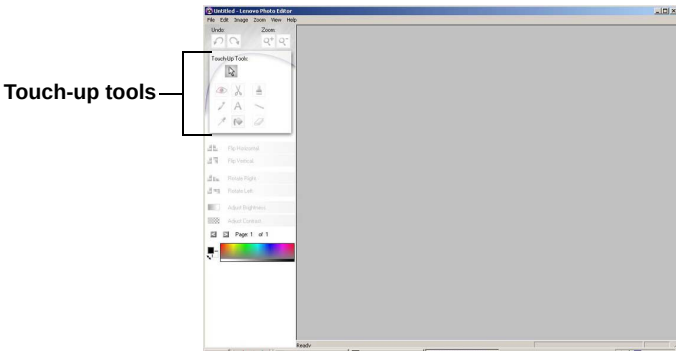
Use the Lenovo Photo Editor software to edit graphics. To open the Lenovo Photo Editor, click **Start** ▸ **Programs** ▸ **Lenovo M710** ▸ **Lenovo Photo Editor**.

Use the touch-up tools to edit your graphic.

Note: Move your pointer over the tool for a description.

The Lenovo Photo Editor displays.

Lenovo Photo Editor



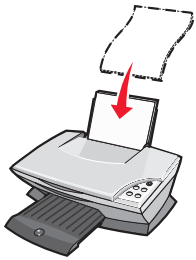
Using the All-In-One

The following sections give you everything you need to know for basic printing, scanning, copying, and faxing.

Printing

The Print Properties I Want To menu (see page 6) provides you with printing wizards to help you complete tasks such as printing banners, photographs, or posters.

1. Depending on what you want to print, load the appropriate type of paper into the All-In-One. Place the paper against the right side of the paper support with the print side facing you. Make sure you select the paper size for your document. For help, see page 12.



Load up to:

- 100 sheets of plain paper
- 25 sheets of labels
- 25 iron-on transfers
- 25 sheets of photo/glossy paper
- 10 transparencies

  Note: Since transparencies and photos require more drying time,we recommend that you remove each transparency or photo as it exits and allow to dry to avoid ink smearing.
- 20 sheets of banner paper
- 10 sheets of greeting card stock
- 10 Hagaki cards
- 10 envelopes

  Note: Do not load envelopes with:
  - Holes, perforations, cutouts, or deep embossing.
  - Metal clasps, string ties, or metal folding bars.
  - Exposed flap adhesive.

2 Squeeze and slide the paper guide to the left edge of the paper.

3 Make sure the All-In-One is turned on.

4 Click **File** ▸ **Print**.

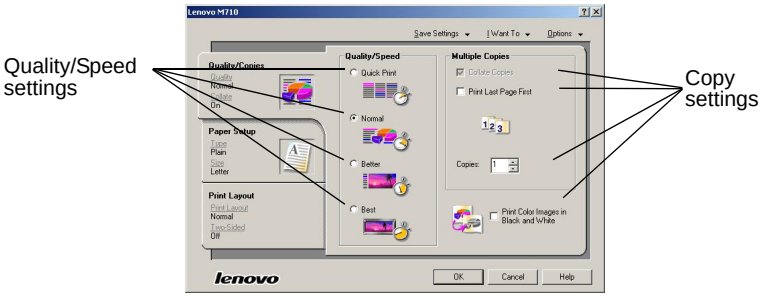
5 In the Print dialog box, click the **Properties**, **Preferences**, **Options**, or **Setup** button (depending on the program).

The Print Properties dialog box displays.

6 If the printing task you want to perform is on the **I Want To** menu, click it, and then follow the instructions on the computer screen; otherwise, click **Close** at the bottom of the menu.

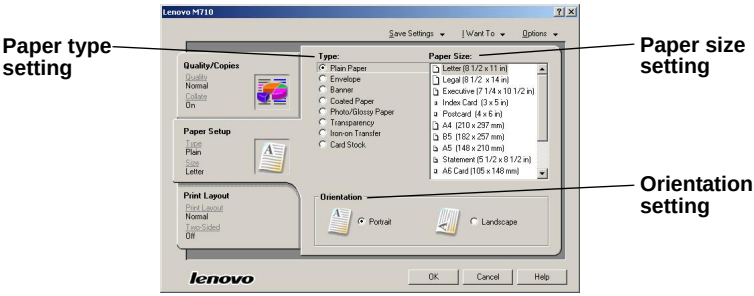
7 From the Quality/Copies tab, select the quality, speed, and copy settings.

To see details about a setting, right-click a setting on the screen, and then select the **What's This?** item.



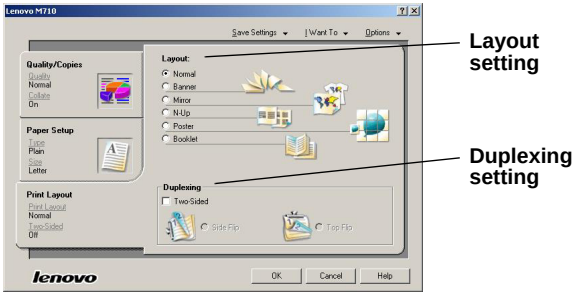
8 From the Paper Setup tab, select the paper type, paper size, and orientation.

To see details about a setting, right-click a setting on the screen, and then select the **What's This?** item.



9 From the Print Layout tab, select the layout and duplexing settings for the type of document you are printing.

To see details about a setting, right-click a setting on the screen, and then select the **What's This?** item.



10 Once you have applied all the settings you want in Print Properties, click **OK** at the bottom of the screen to return to the Print dialog box.

11 Click **Print** to complete your task.

Scanning

The following steps show you how to scan and save images.

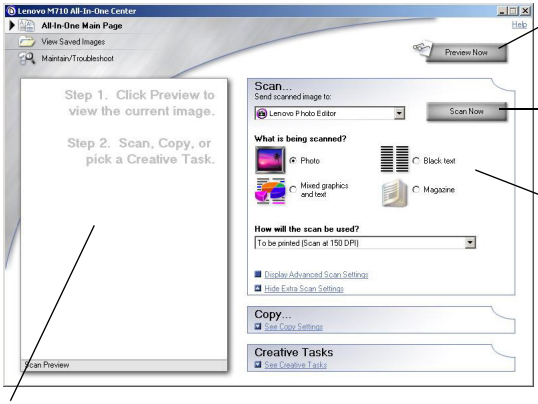
1. Open the top cover of the All-In-One.
2. Place the item you want to scan face down on the glass. Make sure the upper left corner of the front of the item aligns with the arrow

3. Close the top cover.
4. Open the Lenovo All-In-One Center (see page 3).

   The All-In-One Main Page displays.
5. Click the **Preview Now** button located in the upper right corner of the All-In-One Main Page.

   An image of the scanned item displays in the preview section.
6. Click and drag to select a specific area of the preview image to scan.
7. Click **See More Scan Settings** to review and change the scan settings.
8. Select your scan settings.

From the Send scanned image to: drop-down menu, select a program to send the scanned image to, or click the **Creative Tasks** section to display a list of projects.



Preview Now button

Click to see a preview of the image.

Scan Now button

Click to scan the item on the scanner bed.

Scan settings

Adjust the settings for the scanned item.

Preview section

See a preview of the image, and select an area to be scanned.

9 If you are sending the scanned image to a software program, click **Scan Now** to complete the scan. If you are using the **Creative Tasks** section, follow the instructions on the computer screen.

For a list of the Creative Tasks available from the All-In-One Main Page, see page 4.

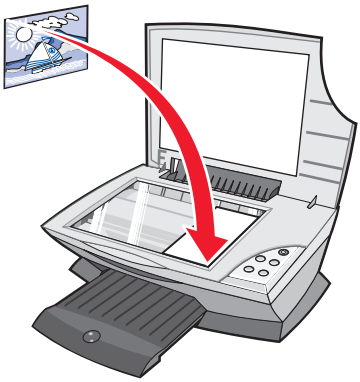
Copying

Note: You can make a quick color or black and white copy. Press **Color Copy** or **Black Copy** on the control panel.

To make black and white, gray, or color copies:

1 Open the top cover of the All-In-One.

2 Place the item you want to copy face down on the glass. Make sure the upper left corner of the front of the item aligns with the arrow.



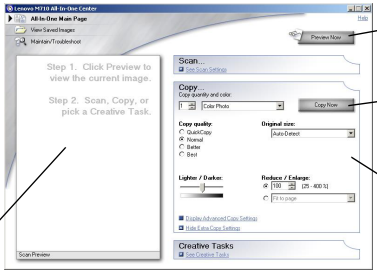
3 Close the top cover.

4 Open the Lenovo All-In-One Center (see page 3).

The All-In-One Main Page displays.

5 Click **See More Copy Settings** to review and change the copy settings.

The All-In-One Copy section expands:



Preview Now button
Click to see a preview of the image.

Copy Now button
Click to copy your image.

Copy settings
Adjust the settings for the copy.

Preview section
See a preview of the image, and select an area to be copied.

6 Select your copy settings.

Note: You may want to reduce or enlarge the image.

7 Click **Copy Now**.

Faxing

The following steps lead you through sending a fax using the computer modem.

1. Open the top cover.
2. Place the item you want to fax face down on the glass. Make sure the upper left corner of the front of the item aligns with the arrow.

3. Close the top cover.
4. Open the Lenovo All-In-One Center (see page 3).
5. From the **Creative Tasks** section of the All-In-One Main Page, click **Fax an image**.
6. Follow the instructions on the computer screen.

Creating fun projects

To create these and other fun projects:

1. Open the Lenovo Solution Center. For help, see page 8.
2. Click **How To**.
3. Select a project.
4. Follow the instructions on the computer screen.

Replacing print cartridges

The Lenovo M710 uses the following cartridges:

Item:	Part number:
Lenovo Black cartridge	LC6001B
Lenovo Color cartridge	LC6002C

Note: For information about ordering supplies, see the Maintenance tab on page 8.

1. Make sure the All-In-One is on.
2. Lift the scanner unit until the scanner support keeps it open.

   The print cartridge carrier moves and stops at the loading position unless the All-In-One is busy.
3. Squeeze the tabs on the cartridge lids, and then lift the lids.
4. Remove the old cartridges. Store them in an air-tight container or dispose of them.
5. If you are installing new cartridges, remove the stickers and transparent tape from the bottom of the cartridges.

   Warning: Do *not* touch the gold contact area on the cartridges.
6. Insert the new cartridges. Make sure the black print cartridge is secure in the right carrier and the color cartridge is secure in the left carrier, and then snap the lids closed.
7. Lift the scanner unit and push the scanner support back while lowering the scanner unit until it is completely closed.

Lenovo's All-In-One warranty does not cover repair of failures or damage caused by a refilled cartridge. We do not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the All-In-One. For best results, use Lenovo supplies.

Troubleshooting

This section helps you solve problems you may have with the All-In-One. Additional troubleshooting information is available in the Lenovo Solution Center. For help accessing the Lenovo Solution Center, see page 8.

Troubleshooting checklist

Before you try to solve the problem, check the following:

- ☑ Is the power supply firmly attached to the All-In-One and an electrical outlet?
- ☑ Are both the computer and All-In-One on?
- ☑ Is the USB cable securely attached to the computer and the All-In-One?
- ☑ Did you remove the sticker and transparent tape from both print cartridges? For help, refer to the setup documentation.
- ☑ Is the black print cartridge secure in the right carrier and the color cartridge secure in the left carrier?
- ☑ Is the paper loaded correctly? Make sure you do not force the paper into the printer.
- ☑ Did you install the printer software correctly? For help, refer to the setup documentation.
- ☑ Is the Lenovo M710 set as the default? To check, click **Start** ▸ **Settings** ▸ **Printers**. If not, you need to remove and then reinstall the software. For help, see page 26.

Problem:	Go to page:
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Setup troubleshooting

Use this section to solve problems you may have during setup.

Power light does not come on

1. Check the power supply connections.
2. Press **Power** on the control panel.

Alignment page does not print

1. Make sure you remove the sticker and transparent tape from both print cartridges. For help installing print cartridges, refer to the setup documentation.
2. Make sure the black print cartridge is secure in the right carrier and the color cartridge is secure in the left carrier.
3. Make sure you loaded the paper correctly and did not force the paper into the All-In-One.

When I insert the All-In-One software CD, nothing happens

From the Desktop, double-click the **My Computer** icon, and then double-click the CD-ROM drive icon.

All-In-One is not communicating with the computer

1. Disconnect and reconnect both ends of the USB cable. For help, refer to the setup documentation.
2. Unplug the All-In-One from the electrical wall outlet, reconnect the power supply, and then press **Power**. For help, refer to the setup documentation.
3. Restart the computer. If the problem continues, remove and then reinstall the software. For help, see page 26.

Installation appears incomplete

The software may not be installed properly. Try the following:

1. Right-click the **My computer** icon.

   Windows XP users, click **Start** to access the **My computer** icon.
2. Click **Properties**.

3 If you are using Windows 98 or Windows Me, click the **Device Manager** tab.

   If you are using Windows 2000 or Windows XP, select the **Hardware** tab, and then click the **Device Manager** button.

4 Look for the Other Devices category. If there are any Lenovo devices shown here, highlight them and, then press the **Delete** key.

   Note: The Other Devices category displays only when unknown devices are present. Do not delete any Lenovo items unless they are present under the Other Devices category.

5 Insert the CD, and install the software again. Do not restart the computer. For help, refer to the setup documentation.

Printing troubleshooting

All-In-One prints slowly

1 Close all programs not in use. The memory resources may be low.

2 Make sure the Print Properties Quality/Speed setting is set on **Normal** or **Quick Print**. For help, see page 7.

3 Try printing a smaller file. If the memory resources are too low, you may not be able to print larger files. Consider purchasing more memory.

   Note: Photographs typically have a larger file size. Try lowering the scanning resolution.

Print is too dark or smudged

1 Remove the paper as it exits. Let the ink dry before handling.

2 Adjust the Quality/Speed setting in Print Properties or in the All-In-One Center. For help, see page 6 or page 4.

The **Better** or **Best** Quality/Speed setting may cause smearing if used with plain paper. Try using **Normal**.

3. Open the Lenovo Solution Center. For help, see page 8.
4. From the Maintenance tab, click **Clean to fix horizontal streaks**.

Vertical lines are jagged or edges are not smooth

1. Adjust the Quality/Speed setting in Print Properties. For help, see page 7. For best print quality, select **Better** or **Best**.
2. Align the print cartridges. To align the print cartridges:
   a. Open the Lenovo Solution Center. For help, see page 8.
   b. From the Maintenance tab, click **Align to fix blurry edges**.

White lines appear in graphics or solid black areas

Clean the print cartridge nozzles. Going long periods without using the All-In-One can cause the print cartridge nozzles to become clogged. To clean the cartridge nozzles:

1. Open the Lenovo Solution Center. For help, see page 8.
2. From the Maintenance tab, click **Clean to fix horizontal streaks**.

All-In-One has a paper jam

1. Follow the instructions on the screen for clearing the paper jam.
2. Make sure you are using paper designed for an inkjet printer. For a list of recommended papers, see page 10.
3. Make sure you are correctly loading the paper. For help, see page 10.
4. Make sure the paper guide is against the left edge of the paper. For help, see page 11.

Scanning, copying, and faxing troubleshooting

Scanning was not successful

The software may not be installed properly. Follow the instructions for “All-In-One is not communicating with the computer” on page 21.

Scanning or using a scanned image with a software program takes a long time or freezes the computer

Lower the scanning resolution. Scanning resolution is much different than printing resolution and is generally set much lower. To change the scanning resolution:

1. Open the Lenovo All-In-One Center. For help, see page 3.
2. From the Scan section, click **See More Scan Settings**.
3. Click **Display Advanced Scan Settings**.
4. From the Scan tab of Advanced Scan Settings, enter a lower scan resolution.

Edge of the copy does not print

- Make sure the original is properly oriented on the glass. For help, see page 13.
- Make sure the area you want to copy is not larger than the printable area of the page. Apply the **Fit-to-page** feature. To apply the Fit-to-page feature:

1. Open the Lenovo All-In-One Center. For help, see page 3.
2. From the Copy section, click **See More Copy Settings**.
3. From the Reduce/Enlarge section, click the second button, and then select **Fit to page** from the corresponding drop-down menu.
4. Copy your document again.

Copy button on the control panel does not work

- Make sure the computer is on. The computer must be on in order for the All-In-One to work.
- Make sure you properly installed the software. For help, refer to the setup documentation. The software must be installed for the copier to work.

Fax function does not work

- Make sure the computer and the All-In-One are on.
- Make sure the computer is connected to a phone line. A phone connection is required for faxing to function.
- The memory may be full. Wait until the faxes in memory have been sent, and then send the current fax again.

Removing and reinstalling the software

If the All-In-One software is not functioning properly or a communications error message displays when you try to use the All-In-One, you may need to remove, and then reinstall the printer software.

1. From the desktop, click **Start** ▸ **Programs** ▸ **Lenovo M710** ▸ **Uninstall Lenovo M710**.

   Note: If Uninstall is not an option on the menu, see “All-In-One is not communicating with the computer” on page 21.

2. Follow the instructions on the computer screen to remove the All-In-One software.
3. Restart the computer before reinstalling the software.
4. Insert the CD and follow the instructions on the computer screen to install the software. For help, refer to the setup documentation.

Other help sources

If the preceding solutions do not solve the problem with your All-In-One:

- Refer to the Lenovo Solution Center software for more troubleshooting information:
  1. Click **Start** ▸ **Programs** ▸ **Lenovo M710** ▸ **Lenovo Solution Center**.
  2. Click the Troubleshooting tab on the left side of the screen.
- Visit our Web site at http://www.lenovo.com/ for help.

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